



November 9, 2007

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TO: Each Supervisor

FROM: Bruce A. Chernof, M.D.  
Director and Chief Medical Officer

SUBJECT: **STATUS OF THE IMPLEMENTATION OF THE  
CONTINGENCY SERVICES PLAN AT MARTIN LUTHER  
KING, JR. – HARBOR HOSPITAL**

This is to provide your Board with the weekly report on the status of the Martin Luther King, Jr. - Multi-Service Ambulatory Care Center (MLK MACC), the impact of the closure of MLK-Harbor Hospital, and the progress of the plan to reopen MLK Hospital.

**MLK MACC Service Indicators**

**Urgent Care**

There were 415 total (adult and pediatric) urgent care visits in the week ending November 3, 2007 (Attachment I). This is a 25% decrease from the prior week when 556 visits were provided.

There were 23 patients transferred out of the urgent care center to hospitals during the week ending November 3, 2007, compared to 45 patients the prior week. None of these transfers were initiated through a call to 9-1-1.

**Outpatient Primary and Specialty Care Visits**

The number of outpatient primary and specialty care visits has generally been level (Attachment I). The number of outpatient primary and specialty care visits for the week ending November 3, 2007, was 2,175. This is essentially unchanged from the prior week when 2,177 visits were provided.

The Department will continue to monitor urgent, primary, and specialty care visits and will report on any trends.

**Patient Transportation for Scheduled Appointments**

Patient transportation services are available between the MLK MACC, Harbor-UCLA Medical Center, Hubert H. Humphrey Comprehensive Health Center, and Dollarhide Health Center. Patients can arrange for door-to-door transportation from home for scheduled appointments. Transportation services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m.

In October 2007, MLK provided transportation to 442 patients and companions. This compares to 362 patients and companions who were provided transportation in September 2007 and reflects a 22% increase.

## **Impacted Hospitals – Emergency Department Volume and 9-1-1 Transports**

As reported previously, the Emergency Medical Services (EMS) Agency in collaboration with EMS field providers and surrounding hospitals redrew the ambulance services area to redirect 9-1-1 ambulances in an effective manner while limiting disruption to the EMS system to the greatest degree possible. Nine private “impacted” hospitals were offered an agreement including reimbursement for uninsured 9-1-1 patients from the MLK geographical area and priority for transfers into the County and MetroCare contract facilities. Additional funding was allocated for physician reimbursement of 9-1-1 and walk-in patients. To date, seven of the nine hospitals have signed the agreement.

The EMS Agency continues to closely monitor redirected ambulance traffic. The average daily number of patients registered in the emergency departments (ED) of the impacted hospitals and the average daily number of 9-1-1 transports has generally remained level since the closure of MLK-Harbor Hospital. All impacted hospitals continue to report a sustained increase in ambulance traffic and the hospitals are generally reporting that their inpatient beds are busier than usual for this time of year.

### Emergency Department Volume

The nine impacted private hospitals have a total of 273 ED treatment stations. During the week ending November 3, 2007, a daily average of 977 patients registered in the EDs of the seven hospitals that have provided data each week (Attachment II). This reflects a 5% decrease from the daily average of 1,027 patients during the prior week. LAC+USC Medical Center registered a daily average of 423 ED patients during the week ending November 3, compared to 445 the prior week. Data for Harbor-UCLA Medical Center was delayed this week and will be reported in the next update. This data is self-reported by the hospitals.

### 9-1-1 Transports

During the week ending November 3, 2007, there was a daily average of 174 9-1-1 transports to the seven hospitals that have provided data each week (Attachment II). This reflects a 4% decrease from the daily average of 181 9-1-1 transports during the prior week. LAC+USC Medical Center had a daily average of 48 9-1-1 transports during the week ending November 3, compared to 54 the prior week. Data for Harbor-UCLA Medical Center was delayed this week and will be reported in the next update. This data is also self-reported by the hospitals.

### Impacted Hospital Transfer Program

During October 2007, the impacted hospitals referred 130 eligible patients to the EMS Agency for transfer into DHS and other hospitals. Of these, 68 were accepted for transfer. The main reasons why eligible patients were not accepted for transfer were: the patient was discharged (25), there was no capacity (7), the patient was unstable (6), and the patient no longer had an acute care need (5).

The hospitals that the 68 transfer went to include: LAC+USC Medical Center (22), Harbor-UCLA Medical Center (21), St. Vincent Medical Center (15), Olive View-UCLA Medical Center (4), and Rancho Los Amigos National Rehabilitation Center (2).



The EMS Agency hosts a weekly conference call with the impacted hospitals to provide information and answer questions on the impacted hospital program and patient transfers into the County system. A meeting has been scheduled for December 4, 2007, to review billing procedures. All impacted hospital program managers and billing staff will be invited.

### **Campaign to Inform the Community of Service Changes**

#### Outreach Campaign

MLK MACC staff is attending community events, health fairs, and health conferences to provide information on primary, specialty, and urgent care services available at the MLK MACC. The MACC provided free walk-in influenza shots to the local community on November 6, 7, and 8 and additional flu shot clinics are being planned. DHS and the MLK MACC continue to actively work with various media venues to promote the availability of services at the MACC.

The Department is planning another direct mail campaign to community residents that will provide information on the types of services available at the MLK MACC and how to access them.

#### 2-1-1 Call Volume

In October 2007 there were 277 calls to 2-1-1 related to MLK. This compares to 282 calls in September 2007 and reflects a decrease of 2%. Callers to 2-1-1 have the option of receiving recorded information on MLK, speaking to a call center operator, or being transferred directly to the MLK MACC.

### **Progress to Re-open MLK-Harbor Hospital**

The deadline for submission of proposals from outside operators interested in re-opening MLK Hospital was Monday, November 5, 2007. Responses were received from five organizations: Temple Community Hospital and Medical Capital, The Black Foundation/Care Group International, Pacific Hospital of Long Beach, SSB Solutions, and BENGODWIN Realty. The three organizations that are continuing discussions after being requested to participate by your Board are the University of California, Daughters of Charity, and Catholic Healthcare West. Hammes is expected to make recommendations to the County by November 14, 2007 for operators who responded to the Request for Solutions (RFS) and meet the criteria to advance to the next steps.

### **South Los Angeles Medical Services Preservation Fund (SB 474)**

On October 12, 2007, Governor Arnold Schwarzenegger signed into law Senate Bill (SB) 474 which established a \$100.0 million annual fund to stabilize health services for low-income, underserved populations of South Los Angeles. The "South Los Angeles Medical Services Preservation Fund" is intended to address the regional impact of the closure of Martin Luther King, Jr. (MLK) - Harbor Hospital and will help defray County costs for treating uninsured patients in the South Los Angeles area. The Department is providing an update on the Fund to your Board under separate cover.

**Conclusion**

I will continue to update you on the status of the MLK contingency services plan on a weekly basis. If you have any questions or need additional information, please let me know.

BAC:cb  
708:004

**Attachments**

c: Chief Executive Officer  
County Counsel  
Executive Officer, Board of Supervisors

**Los Angeles County Department of Health Services  
SELF-REPORTED POLL OF HOSPITALS IMPACTED BY CLOSURE OF MLK-HARBOR HOSPITAL**

Hospital	Week of 9/2/07 - 9/8/07	Week of 9/9/07 - 9/15/07	Week of 9/16/07 - 9/22/07	Week of 9/23/07 - 9/29/07	Average Daily Emergency Department (ED) Volume Week of 9/30/07 - 10/6/07	Week of 10/7/07 - 10/13/07	Week of 10/14/07 - 10/20/07	Week of 10/21/07 - 10/27/07	Week of 10/28/07 - 11/3/07	Trend Indicator <sup>f</sup>
California Hospital Medical Center: 26 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	177 61	163 54	168 55	168 53	169 55	164 50	170 48	169 55	150 50	↓
Centinelia Freeman Regional Medical Center: 36 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	169 59	169 57	161 55	172 60	167 62	169 58	168 50	*	*	*
Downey Regional Medical Center: 22 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	136 21	134 24	122 22	135 24	130 23	128 24	132 25	127 21	129 22	→
Kaiser Foundation - Bellflower: 45 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	249 27	209 32	234 28	231 23	231 25	236 24	232 25	244 24	238 22	→
Lakewood Regional Medical Center: 14 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	97 18	95 13	88 13	95 14	91 15	92 11	94 14	104 17	97 18	→
Long Beach Memorial Medical Center: 53 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	239 *	234 *	234 *	241 *	239 40	248 40	248 39	247 42	225 37	↓
Memorial Hospital of Gardena: 10 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	85 16	82 15	81 13	84 16	88 16	83 20	85 17	83 16	71 14	↓
St. Francis Medical Center: 39 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	191 39	174 34	163 34	171 28	170 33	167 30	163 26	187 30	177 31	→
White Memorial Medical Center: 28 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	120 18	114 18	109 13	112 17	111 15	111 16	114 20	113 18	115 17	→
<b>TOTAL</b> # of Patients Registered in the Emergency Department # of 9-1-1 Transports	1,224 259	1,140 247	1,126 233	1,168 235	1,157 244	1,150 233	1,158 225	1,027** 181**	977** 174**	↓
HarborUCLA Medical Center: 55 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	210 13	218 11	207 11	209 13	203 11	228 11	219 18**	223 28	*	*
LAC+USC Medical Center: 72 Emergency Department # of Patients Registered in the Emergency Department # of 9-1-1 Transports	405 54	420 50	417 48	416 48	413 54	424 47	423 49	445 54	423 48	→

\* Not reported/available

These numbers have been updated based on revised information.

Trend indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted). Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater. Trend indicator is reported where data is available.

\*\*Total does not include Centinelia Freeman Regional Medical Center.

\*\*\*Beginning October 18, 2007 HarborUCLA Medical Center began reporting all ambulance transports (Medical, Trauma, Advanced Life Support (ALS), and Basic Life Support (BLS)). Prior to October 18, 2007 BLS transports were not included in the total.

**Los Angeles County Department of Health Services**  
**MARTIN LUTHER KING, JR. - MULTI-SERVICE AMBULATORY CARE CENTER**  
**Urgent Care, Primary and Specialty Care Visits**  
**Week Ending November 3, 2007<sup>1</sup>**

Visit Type	9/1/2007	9/8/2007	9/15/2007	9/22/2007	9/29/2007	10/6/2007	10/13/2007	10/20/2007	10/27/2007	11/3/2007	Trend Indicator <sup>2</sup>
Urgent Care <sup>3</sup>	342	343	433	454	488	440	475	495	556	415	↓
Primary and Specialty Care	2,017	1,535*	2,050	1,971	2,102	1,930	1,754*	2,192	2,177	2,175	→

<sup>1</sup> Weekly statistics reflect activities beginning on Sunday 12:00 midnight and ending on Saturday 11:59 pm.

<sup>2</sup> Trend indicator is calculated by comparing current week to average of previous four weeks (unless otherwise adjusted): Up arrow indicates an increase of 5% or greater, down arrow indicates a decrease of 5% or greater.

<sup>3</sup> Urgent care visits include pediatric and adult urgent care visits.

\* Number of visits is lower due to holidays. This number is not included in the calculation of the trend indicator.